

**2022 Work Program – Second Quarter Update**

	<b>Program</b>	<b>Priority</b>	<b>A</b>	<b>M</b>	<b>J</b>	<b>Lead</b>	<b>Category</b>	<b>Status</b>
<b>Integrated, Affordable and Valued Mobility Choice</b>								
<b>1</b>	<b>Service Planning and Development – Short Term</b>							
1.1	2021 Service Plan – Conventional Transit	1A & 1B				KB	Carry Fwd	
	(a) Implementation of Service Plan							WIP – Implementation pending
<b>2</b>	<b>Service Planning and Development (mid to long term)</b>							
2.2	Alternative Service Delivery Implementation Plan	1A				KB	Carry Fwd	
	(a) Issuance of RFP for On-Demand Software Provider							Delayed due to resource issues
	(b) Award of Contract for On-Demand Software Provider							Delayed due to resource issues
	(c) Determination of Service Provider							Delayed due to resource issues
	(d) Implementation of ASD Service to Innovation Park							Delayed due to resource issues
<b>3</b>	<b>Other Service Related Initiatives</b>							
3.1	Participation in City of London Age Friendly London Network	2B				LH	Ongoing	Ongoing
3.2	Participation in City of London Safe Cities Taskforce	2B				KP	Ongoing	Ongoing
3.6	Zero Emission Bus Implementation Strategy	1A				KP	Ongoing	
	(a) Participation in CUTRIC Joint Procurement							In Progress
<b>4</b>	<b>Accessibility Plan Implementation</b>							
4.7	Analysis of MagnusCards usage and impacts	2A				CR	New	In Progress
<b>Engaged, Diverse and Respectful Workplace</b>								
<b>5</b>	<b>Health, Safety and Emergency Preparedness</b>							
5.2	2022 Health & Safety Work Program (**)	2A & 2B				JG	Annual	
	(a) Implementation							In Progress
<b>6</b>	<b>Human Resources</b>							
6.8	Annual Review – Legislative Compliance	2A				JG	Annual	In Progress
6.10	Implementation of 3 <sup>rd</sup> Party Review Recommendations	2B						
	(a) Expect Respect Working Group					SW	Carry Fwd	Delayed due to resource issues
	(b) Additional Training for Management					JG		In Progress
<b>Fiscal Accountability</b>								
<b>7</b>	<b>Financial Plan Development, Implementation and Management</b>							
	<i>2022 Fiscal Year</i>							
7.10	2022 Operating and Capital Budget Management and Reporting	2A				MG	Annual	Ongoing
<b>8</b>	<b>2023-2026 Business Plan</b>							
8.1	Prepare Draft 2023-2026 Business Plan	1A				KP	New	
		1A				KP		In Progress

	Program	Priority	A	M	J	Lead	Category	Status
<b>Open, Transparent and Understood</b>								
<b>9</b>	<b>Education, Awareness and Advocacy Programs</b>							
9.1	Ontario Public Transit Association Membership (OPTA)	3				KP	Annual	Ongoing
9.2	Canadian Urban Transit Association Membership (CUTA)	3				KP	Annual	Ongoing
9.3	Canadian Urban Transit Research & Innovation Consortium Membership	3				KP	Annual	Ongoing
<b>10</b>	<b>Customer First Strategy</b>							
10.1	Voice of the Customer Program							
	(a) Assess/Implement Appropriate Timing of Survey	1A				SMT	Carry Fwd	Delayed due to resource issues
10.3	Assess Opportunities for Additional Public Engagement Options	1A				SMT	Carry Fwd	Delayed due to resource issues
<b>11</b>	<b>COVID-19 Pandemic Response</b>							
11.1	Participate in Transit Sector Pandemic Response Discussions	1A				KP	Carry Fwd	Ongoing
11.2	Navigate through Pandemic Response Plan	1A				SMT	Carry Fwd	Ongoing
11.3	Advocacy for Ongoing Funding Support from Prov/Fed Govts	1A				KP	New	Ongoing
<b>Effectively Utilized Infrastructure</b>								
<b>12</b>	<b>Asset Management Programs</b>							
12.2	Facility Upgrades	1A & 1B				CM	Annual	See Staff Report #X dated August 31, 2022
12.3	Shop/Garage Equipment	2C				CM	Annual	See Staff Report #X dated August 31, 2022
12.5	Upgrade/Maintain IT Hardware and Software	2C				PC	Annual	See Staff Report #X dated August 31, 2022
12.7	Shelter Expansion Program (ICIP)	2C				KB	Carry Fwd	See Staff Report #X dated August 31, 2022
12.8	Bus Stop Lighting Program (ICIP)	2C				KB	Carry Fwd	See Staff Report #X dated August 31, 2022
12.12	Ceridian Payroll System Upgrade	2C				MG	New	Complete

**Program Priorities**

- 1 Clarifying/Defining/Delivering on The Business Plan  
A - New - developing and growing system  
B - Ongoing - supporting retention and growth of ridership

- 2 Required/Supportive Programs  
A - Mandatory/Statutory/Legislated  
B - Effective, efficiency measure  
C - Life cycle maintenance

- 3 Continued Partnership Development (Communication, Recognition, Engagement)